

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD  
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1PET (1738) FAX (602) 364-1039  
VETBOARD.AZ.GOV

**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: April 25, 2018 Case Number: 18-105

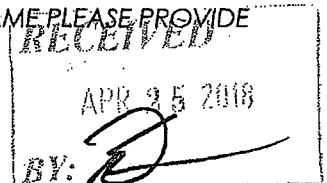
**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Dr. Hamilton  
Premise Name: Phoenix Dog Cat Bird Hospital  
Premise Address: 3418 N 7th Ave  
City: PHX State: AZ Zip Code: 85013  
Telephone: 602 2740561

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Chris & Linda Denzin  
Address: [REDACTED]  
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]  
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.



**C. PATIENT INFORMATION (1):**

Name: LAZARUS DENZIN  
Breed/Species: Chihuahua / Pom  
Age: 3 yrs Sex: MALE Color: White

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

Please provide the name, address and phone number for each veterinarian.

~~DR. HAMMON~~  
~~PHOENIX DOG CAT BIRD HOSPITAL~~  
~~3418 N. 7th AVE~~  
~~PHX AZ 85013~~  
~~602 274 0561~~  
CLIFFORD  
DR. FRASIER  
ALTA VISTA VET HOSPITAL  
4706 N. 7th AVE  
PHX AZ 85013  
602 277 1464

**E. WITNESS INFORMATION:**

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

Chris Denzin - ~~\_\_\_\_\_~~  
~~\_\_\_\_\_~~

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

April 23, 2018

**F. ALLEGATIONS and/or CONCERNS:**

Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.

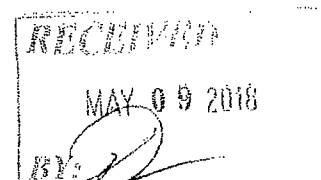
LAZARUS was taken In on April 9, 2018  
For a teeth cleaning to Phoenix Dog  
CAT Bird Hospital. They called and said  
LAZ was fine & need two extractions. I gave  
Authorization. When I arrived to pick him up he was  
very Red & crying. I called back to office to inform  
them and to ask if he could have adl pain med's. They  
said NO. I called the next day & informed them he  
cried all night, they said due to extractions. I called  
on Wed and informed them again, they instructed me  
to come in & get more pain meds. I took LAZ to  
Alta Vista Vet Hospital & was informed my dog had been  
burned. Dr Fraser said he wanted to be proactive &  
wanted to wait to shave off his hair instead of waiting  
for the normal time for burned skin to show up. After  
shaving LAZARUS numerous 2nd-3rd degree burns  
were discovered. Dr. Sessnow blamed the burns  
on a Phillips heat lamp. She offered free treatment  
& to pay for the invoices from Alta Vista Vet hospital.

5/1/18

Dr. Hamilton's Account for Reference Number 18-105

On 4/6/18 Laz Denzin presented to Phoenix Dog/Cat/Bird Hospital for a physical exam prior to a routine dental prophylaxis. The physical exam was done on 4/6/18 and no abnormalities were found on exam besides mild tartar and gingivitis. Pre-anesthetic blood work was drawn and submitted to IDEXX. Blood work came back with no significant findings and Laz was approved for the procedure.

On 4/9/18 Laz presented for his dental procedure. A physical exam was done prior to surgery and no abnormalities were found except mild periodontal disease. An IV catheter was placed and pre-anesthetic sedation was given. After sedation was apparent the patient was moved to the dental treatment table and induction was given at 11:27am. Laz was placed in a padded trough with a circulating water heating pad with a blanket between the patient and the pad. Laz was intubated and anesthesia began. The patient was hooked up to anesthetic monitoring equipment including a continuous reading rectal thermometer. A Bair hugger was placed on top of the patient before the procedure started. All dentition was ultrasonically scaled and full mouth radiographs were obtained while patient was in dorsal recumbancy. During radiographs the technician (Kayla Goldberg) brought it to my attention that Laz's temperature was dropping. Laz's temperature continued to drop and additional blankets were placed on the patient and a fluid warmer was also set up. It was found that #110 and #210 were mobile and extraction was recommended. The client (Linda Denzin) was called for permission to extract #110 and #210 which was given. Extraction of the teeth began. The patient's temperature continued to drop throughout the procedure despite above warming techniques to 97.1 F. After replacing and cleaning the rectal thermometer to ensure accuracy (temperature was accurate), the technician placed a heating lamp approximately 2 feet from the patient to combat the hypothermia. Per the technician (as I was in the process of extracting teeth), for the period of replacing a large thick blanket already on Laz for a thinner blanket (roughly 2 minutes) to allow more heat from the lamp to warm patient, there was no barrier between the patient and the heat lamp. Post-operative radiographs were performed to ensure complete extraction. Dentition was polished and the patient was turned off from anesthesia at 12:25pm. Laz's temperature was brought up to 100.0 F at 12:30pm and the heating lamp was removed from the patient. Laz was moved to a kennel for extubation and recovery which was noted as smooth. Subsequent temperatures taken were all above 100 F. Laz Denzin was discharged from my care on 4/9/18 with no concerns.



The client called the late afternoon of 4/9/18 stating that patient was whining. Advised owner most likely effects from anesthesia and possible pain from extractions and if seems uncomfortable after giving pain medication tomorrow morning to call back. Owner did not call again until 4/11/18 and subsequent communication with the client was handled by Dr. Sosnow, my boss and owner of Phoenix Dog/Cat/Bird Hospital. As a preventative, a staff memo was made that the heating lamp will no longer be used as method to prevent/treat hypothermia in which all staff members read and initialed. The heating lamp has since been put into storage and not used.

I would like to express that it was in no way my intention or the technician's to cause injury to this patient while attempting to warm the patient. The heating lamp has been used at Phoenix Dog/Cat/Bird hospital for many years before I joined the practice with no issues. I have since extensively researched heating mechanisms and any that can potentially cause harm. Although I do not believe that the heating lamp did cause this injury to Laz, I want to take every precaution and therefore the heating lamp is no longer used at Phoenix Dog/Cat/Bird Hospital.

A handwritten signature in black ink, appearing to read "Justin Hurlburt". The signature is fluid and cursive, with the first name "Justin" written in a more compact, stylized manner and the last name "Hurlburt" written in a more extended, flowing script.



**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS STREET, STE. 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1-PET (1738) • FAX (602) 364-1039

VETBOARD.AZ.GOV

**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, D.V.M. - Chair  
Ryan Ainsworth, D.V.M.  
Christina Tran, D.V.M.  
Mary Williams  
Carolyn Ratajack

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Michael Raine, Assistant Attorney General

**RE:** Case: 18-105

Complainant(s): Chris and Linda Denzin

Respondent(s): Kathleen Hamilton, D.V.M. (License: 6761)

**SUMMARY:**

Complaint Received at Board Office: 4/25/18

Committee Discussion: 9/11/18

Board IIR: 10/17/18

**APPLICABLE STATUTES AND RULES:**

Laws as Amended July 2014

(Salmon); Rules as Revised September 2013 (Yellow).

On April 9, 2018, "Lazarus," a 3-year-old male Chihuahua mix was presented to Respondent for a dental procedure. During the procedure the dog became hypothermic and measures were taken to warm the dog. The dental was performed; the dog recovered and was discharged later that day.

On April 12, 2018, the dog was presented to Alta Vista Veterinary Hospital where multiple partial thickness burns on the dog's ventrum spanning from his inguinal area to his mid thorax were noted.

Complainant contends Respondent was negligent in the care of the dog.

**Complainant was noticed and appeared.**

**Respondent was noticed and appeared with counsel, Reed Campbell. Dr. Laura Sosnow appeared.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: *Chris and Linda Denzin*
- Respondent(s) narrative/medical record: *Kathleen Hamilton, DVM*
- Consulting Veterinarian(s) narrative/medical record: *Lara Sosnow, DVM – Responsible Veterinarian; Clifford Fraser, DVM – Alta Vista Veterinary Hospital.*
- Witness(es) narrative: *Kayla Goldberg, CVT – Phoenix Dog, Cat, Bird Hospital*

**PROPOSED 'FINDINGS of FACT':**

1. On April 9, 2018, the dog was presented to Respondent for a dental procedure. Upon exam, the dog had a weight = 3.7 pounds, a temperature = 102.1 degrees, a heart rate = 130bpm and a respiration rate = 40rpm. An IV catheter was placed and the dog was started on Lactated Ringers Solution. The dog was pre-anesthetized with dexdomitor and butorphanol (no concentration noted), induced with alfaxalone (no concentration noted), and maintained on sevoflurane and oxygen.

2. Respondent reported that the dog was placed in a padded trough with a circulating water heating pad with a blanket between the patient and the pad. A Bair hugger was placed on the patient before the procedure was started. According to technical staff member, Ms. Goldberg, a thick blanket was placed on the dog. After approximately 20 minutes, the dog's temperature was 97.1 degrees, then after 5 more minutes the dog's temperature was approximately 95 degrees. Thinking it could be an error in the reading, Ms. Goldberg, checked the rectum for stool to see if it could be the cause of the low reading. She also alerted Respondent of the low temperature. Respondent instructed Ms. Goldberg to administer the reversal Antisedan. No stool was found in the rectum and the temperature probe was cleaned and replaced. Respondent stated that additional blankets were placed on the dog and a fluid warmer was also set up.

3. Ms. Goldberg used another thermometer to check the dog's temperature; it also read approximately 95 degrees. She then used the heat lamp and advised Respondent of the verified hypothermia. The heat lamp was placed approximately two feet away from the dog and was separated by the thick blanket. Ms. Goldberg continued to monitor the dog's temperature and was concerned that the lamp was unable to penetrate through the blanket to warm the dog therefore she removed the blanket for roughly two minutes. The heat lamp had direct contact with the dog's skin from two feet away. Ms. Goldberg noted that the dog's penis was exposed from the sheath and was concerned it could get burned by the heat lamp hence she placed a towel over the dog for fear of causing damage to the exposed penis.

4. Ms. Goldberg finished the dental and the dog's temperature began to rise. The heat lamp was removed and the temperature maintained 100 degrees plus during recovery. She also advised responsible veterinarian, Dr. Sosnow, of the prolonged hypothermia and the need to use the heat lamp. The dog recovered uneventfully and did not show signs of burns or redness. During the procedure, the dog was administered cefazolin (concentration not noted) and meloxicam. Later that day, the dog was discharged with meloxicam and clindamycin.

5. Later that day, Complainant called the premise to report the dog was whining. She was advised that it was likely due to the anesthesia and possible pain from the extractions. If the dog continued to appear uncomfortable after giving pain medications the following day, she should call back.

6. On April 11, 2018, Complainant called to report that the dog was painful when touched in the abdominal area. She was told that should not be the case as nothing was done involving the abdominal area. Complainant was offered an exam but it was declined – Complainant elected to pick up additional pain medication and replacement antibiotics because the original bottle

sent home was lost. The medications were picked up later that day.

7. On April 12, 2018, the dog was presented to Dr. Fraser at Alta Vista Veterinary Hospital. Dr. Fraser stated that upon exam, he observed multiple partial thickness burns on the dog's ventrum spanning from his inguinal area to his mid thorax. Complainant reported that the dog had an anesthetic dental procedure performed a few days prior. Dr. Fraser spoke with Dr. Sosnow who believed the burns most likely occurred from the use of a heating element during the dog's anesthetic recovery.

8. The following day, Complainant brought the dog in to be seen by Dr. Sosnow. Complainant showed her what appeared to be scabs from a burn on the medial aspect of both hind limbs and some redness on the ventral thorax. Complainant reported that Dr. Fraser felt the lesions were due to burns from a heating element during the dental procedure. Dr. Sosnow explained that the dog's temperature did fall quickly despite the use of a warming blanket and Bair Hugger throughout the procedure therefore a warming lamp was used. Dr. Sosnow offered to pay for any care should she want to use a different clinic and also offered to see the dog on a daily basis at no charge.

9. Dr. Sosnow stated that they do not believe that any one of the warming mechanisms used that day were the direct cause of the dog's burns, they decided to no longer use the warming lamp on any patients despite never having reports of any burns.

#### **COMMITTEE DISCUSSION:**

The Committee discussed that no veterinarian would want an incident like this to occur. It appears that the injury that occurred to the dog was likely due to the heat lamp – Respondent and her practice, although they were not a 100% sure the injury was due to the heat lamp, they took responsibility for the matter and offered to care for the dog. A staff meeting took place to discuss the incident and how to avoid issues like this from occurring in the future. The lamp was removed from the property.

Due to Respondent and Dr. Sosnow assuming responsibility and making every attempt to help the dog and Complainants, the Committee did not feel there was negligence. The injury did not occur out of maliciousness and no one was aware that the heat lamp could have this effect on the animal.

#### **COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

#### **COMMITTEE'S RECOMMENDED DISPOSITION:**

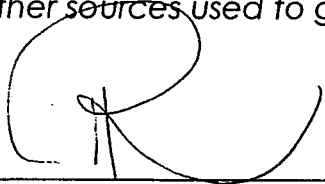
**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 5 to 0.



*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

A handwritten signature in black ink, appearing to be 'TR' with a large loop, positioned above a horizontal line.

Tracy A. Riendeau, CVT  
Investigative Division

DOUGLAS A. DUCEY  
GOVERNOR



VICTORIA WHITMORE  
EXECUTIVE DIRECTOR

## ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD

1740 W. ADAMS STREET, SUITE 4600, PHOENIX, ARIZONA 85007  
PHONE (602) 364-1-PET FAX (602) 364-1039

CERTIFIED MAIL  
70150640000351022501

October 22, 2018

Kathleen Hamilton, DVM  
ADDRESS ON FILE

### **LETTER OF CONCERN – 18-105 - In Re: Kathleen Hamilton, DVM**

Dear Dr. Hamilton:

At its meeting on October 17, 2018 the Arizona State Veterinary Medical Examining Board considered information presented in the complaint case brought by Chris and Linda Denzin regarding their dog "Lazarus" that had been presented to you in April 2018.

In each case, the Board considers the situation and the professional's response, as well as all relevant information. In this matter, after review and discussion, the Board voted to issue you a Letter of Concern pursuant to A.R.S. § 32-2234 (D) regarding the need to elevate monitoring when using multiple heat sources on animals under anesthesia.

A Letter of Concern is defined in A.R.S. § 32-2201(12) as "...an advisory letter to notify a veterinarian that, while there is insufficient evidence to support disciplinary action about certain aspects of the case, the Board believes the veterinarian should modify or eliminate certain practices and that continuation of the activities that led to the information being submitted to the Board may result in action against the veterinarian's license."

We hope you will take this advisory letter in the spirit that it is intended to avoid any other potential violations in the future.

Respectfully,  
FOR THE BOARD

A handwritten signature in cursive script, appearing to read "Victoria Whitmore".

Victoria Whitmore  
Executive Director

cc: Chris and Linda Denzin  
David Stoll, Esq.